Attorney Docket No. 01 4006

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The state of the documents referred to as Service on this date

#### **CERTIFICATE OF MAILING**

I hereby certify that this Information Disclosure Statement and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date

3/4/02 in an envelope as "Express Mail Post Office to Addressee" mailing label Number

EL029404315US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza
(typed or printed name of person mailing paper)

(Signature of person mailing paper)

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:		)	
PATRICK PETERSON ET AL.		:	Examiner: Not Yet Assigned
17111	ICK TETEROON ET THE	:	Group Art Unit: NYA
Application No.: NYA		)	
Filed:	concurrently herewith	; )	
For:	APPARATUS AND METHOD FOR	)	
	LOGGING EVENTS THAT OCCUR	:	
	WHEN INTERACTING WITH AN	)	
	AUTOMATED CALL CENTER SYSTEM	:	,
		)	

# INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §§ 1.56, 1.97 and 1.99

Assistant Commissioner for Patents Washington, D.C. 20231

Dear Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant submits this Information Disclosure Statement pursuant to 37 C.F.R. §§ 1.97 and 1.99 in the above-identified application for consideration by the Patent Office. A listing of the cited documents is also enclosed, as well as, for the Examiner's convenience, copies of the documents.

Applicant does not intend to represent that the document submitted herein is material prior art to this invention or that the list represents an exhaustive search of documents related to this invention.

Applicant requests that the document submitted herein be considered and made of record in this application.

Respectfully submitted,

lanes x weint

James K. Weixel Reg. No. 44,399

Verizon Services Group HQE03H01 600 Hidden Ridge Irving, TX 75038 TEL: (781) 466-2220

FAX: (781) 466-2220

## FORM PRESS MAIL NO. EL029404315

## U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE

LIST OF REFERENCES CITED BY APPLICANT(S) (Use several sheets if necessary)

ATTY DOCKET NO.

01-4006

APPLICATION NO.

NYA

## APPLICANT PATRICK MANGAN PETERSON ET AL.

FILING DATE

concurrently herewith

GROUP

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			U.S. PATENT DOCUMENTS			11-11-1		
*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE _ IF APPROPRIAT		
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			FOREIGN PATENT DOCUMENT	rs	T	<u> </u>		
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATIO YES/NO/ OR ABSTRAC		
		OTHER DOC	UMENT(S) (Including Author, Title, Date,	, Pertinent Pages, Etc.)	-			
	D. Stallard, "Talk'N'Travel: A Conversational System for Air Travel Planning," Applied Natural Language Processing ANLP 2000, Seattle, WA.  E. Levin et al., "CHRONUS, The Next Generation," ARPA Workshop on Spoken Language Technology, 1995, Austin, TX.  C.H. Lee et al., "On Natural Language Call Routing," Speech Communications, v							
	H. Chang et al., "An Automated Performance Evaluation System For Speech Recognizers Used In The Telephone Network," International Conference On Western Prosperity Through Communications, 1989.							
		•	993 Benchmark Tests orkshop on Spoken La	•	_	_		

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

DATE CONSIDERED

Sheet\_1\_ of \_1

**EXAMINER**